

**To:** Edlund, Carl[Edlund.Carl@epa.gov]; Hanson, Brooke[Hanson.Brooke@epa.gov]  
**Cc:** Hestmark, Martin[Hestmark.Martin@epa.gov]; Grantham, Nancy[Grantham.Nancy@epa.gov]; Gray, David[gray.david@epa.gov]; Halliday, Zana[Halliday.Zana@epa.gov]; Talton, Anthony[Talton.Anthony@epa.gov]; Crossland, Ronnie[Crossland.Ronnie@epa.gov]; Webster, Susan[webster.susan@epa.gov]; Smith, Monica[smith.monica@epa.gov]; McCorkhill, Michael[Mccorkhill.Michael@epa.gov]; Minor, Dustin[Minor.Dustin@epa.gov]; Meer, Daniel[Meer.Daniel@epa.gov]; Yogi, David[Yogi.David@epa.gov]; Tenley, Clancy[Tenley.Clancy@epa.gov]  
**From:** Manzanilla, Enrique  
**Sent:** Wed 8/26/2015 7:02:16 PM  
**Subject:** Re: public hotline for Gold King Mine release incident CORRECTION

Brooke:

Please include Clancy Tenley, Dan Meer and David Yogi on communications about the Hotline. We will figure out an answer for you.

As everyone one knows, we are still in very much in response mode in the Navajo Nation portion of the San Juan River. They have yet to open the River. And as you know, the claims form has been a topic of much controversy in the Navajo Nation. Just the establishment of this hotline will require a separate communication strategy with the Navajo Nation so I would ask for everyone's patience and understanding on our path forward here.

Thank you

Enrique

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**From:** Edlund, Carl  
**Sent:** Wednesday, August 26, 2015 10:37 AM  
**To:** Hanson, Brooke  
**Cc:** Manzanilla, Enrique; Hestmark, Martin; Grantham, Nancy; Gray, David; Halliday, Zana; Talton, Anthony; Crossland, Ronnie; Webster, Susan; Smith, Monica; McCorkhill, Michael  
**Subject:** RE: public hotline for Gold King Mine release incident CORRECTION

**Zana's number should be 800 533-3508. We have a way of securely forwarding and monitoring this shared number by other staff**

**From:** Hanson, Brooke  
**Sent:** Wednesday, August 26, 2015 11:55 AM  
**To:** Edlund, Carl  
**Cc:** Manzanilla, Enrique; Hestmark, Martin; Grantham, Nancy; Gray, David; Halliday, Zana; Talton, Anthony; Crossland, Ronnie; Webster, Susan; Smith, Monica; McCorkhill, Michael  
**Subject:** RE: public hotline for Gold King Mine release incident

Thank you for the contact!

There are not currently any outstanding follow-up questions for R6.

**From:** Edlund, Carl  
**Sent:** Wednesday, August 26, 2015 12:53 PM  
**To:** Hanson, Brooke  
**Cc:** Manzanilla, Enrique; Hestmark, Martin; Grantham, Nancy; Gray, David; Halliday, Zana; Talton, Anthony; Crossland, Ronnie; Webster, Susan; Smith, Monica; McCorkhill, Michael  
**Subject:** RE: public hotline for Gold King Mine release incident

We would like our contact going forward to be Ms. Zana Halliday [214-665-8363]

If there is **any** existing backlog of calls please let me know asap.

**From:** Edlund, Carl  
**Sent:** Tuesday, August 25, 2015 7:48 PM  
**To:** Hanson, Brooke  
**Cc:** Manzanilla, Enrique; Hestmark, Martin; Grantham, Nancy; Gray, David  
**Subject:** Re: public hotline for Gold King Mine release incident

Thank you Brooke for your note. I thought that we responded to Rebecca last Wednesday on contacts and will confirm that with my staff.

We are very concerned about responsiveness to the phone line and report that in our PolRep. I understand that of approximately 160 calls, 62 were R-6 responsibility and that we had responded to 100% of these inquiries. (I don't have the actual numbers in front of me, this is what I recall from reading the PolRep).

If you have ANY calls that we have not responded to, please let me know. meanwhile, I will confirm our contacts.

Sent from my iPad

On Aug 25, 2015, at 6:03 PM, Hanson, Brooke <[Hanson.Brooke@epa.gov](mailto:Hanson.Brooke@epa.gov)> wrote:

Carl, Enrique, Martin,

I am coordinating EPA's public hotline for the Gold King Mine release incident in Durango. SRA, a contractor managed out of HQ, is now answering/responding to as many calls as possible using a script developed by Area Command and approved through headquarters. However, we need a contact in R6, R8, and R9 who can follow-up, as appropriate, on public calls from the respective regions where SRA is unable to respond. The hotline is scheduled to be available to the public for the next two years, although we do not anticipate a large call volume.

Can you please send me a contact from each of your regions who can respond to the outstanding calls? I can provide access to the SharePoint call log that R6 set up, so everyone can check the log, respond as needed, and close out the requests in the log. To facilitate this, I will ask SRA to highlight calls needing regional follow-up as we move forward.

Many thanks,

Brooke

Brooke Hanson

Communications Director

Office of the Chief Financial Officer

U.S. Environmental Protection Agency

(202) 564-0037

